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Patent  
Attorney's Docket No. 025000-065

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

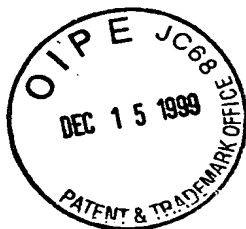
In re Patent Application of

Tom BATEMAN, et al

Application No.: 09/239,701

Filed: January 28, 1999

For: METHOD AND SYSTEM FOR  
COORDINATING DATA AND VOICE  
COMMUNICATIONS VIA CUSTOMER  
CONTACT CHANNEL CHANGING  
SYSTEM USING VOICE OVER IP  
(AS AMENDED)



Prior Group Art Unit: 2782

Prior Examiner: R. Krick

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**PRELIMINARY AMENDMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

By way of voluntary amendment please amend the above-identified application as follows:

**In the Claims:**

Please add now claims 50 through 79 as follows:

--~~50~~<sup>7</sup>. A method according to claim ~~12~~<sup>1</sup> further comprising:  
providing for the selection between a plurality of contact channels.

~~51~~<sup>8</sup>. A method according to claim ~~50~~<sup>7</sup> wherein the plurality of contact channels include voice  
over IP and PSTN channels.

~~52~~<sup>9</sup>. An automated call distribution system comprising a server and a call center,  
the server being for providing network service to a customer terminal, the server comprising one or  
more pages downloadable to the customer terminal operable to provide a remote help option  
selectable by a user of the customer terminal, and upon selection of the remote help option, send a  
help request to the call center identifying a contact channel through which the user of the customer  
terminal can be reached;

the call center comprising means operable to receive the help request and to contact the user  
of the customer terminal using the contact channel identified in the help request.